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**EFFECTIVE**

October 1, 2021.

**Subject(s)**

1. ERM 100, SER Quick Reference Charts.
2. ERM 103, Application Procedures.
3. ERM 205, Assets.
4. ERM 208, Budget Procedures.
5. ERM 209, Emergency Services Funding.
6. ERM 210, Repayment.
7. ERM 301, Energy Services.
8. ERM 302, Utility Services.
9. ERM 304, Home Ownership.
10. ERM 306, Burials.
11. ERM 401, Payments .

**1) SER QUICK  
REFERENCE GUIDE**

Updated non-energy service codes and the *INCOME LIMIT FOR ENERGY AND WATER/SEWER SERVICES* table.

*Reason:* Policy update

**2) APPLICATION  
PROCEDURES**

Updated interview requirement and verification checklist due date language.

*Reason:* Policy update.

**3) ASSETS**

Minor grammatical changes.

*Reason:* Policy update.

**4) BUDGET  
PROCEDURES**

Updated the *INCOME LIMIT FOR ENERGY AND WATER/SEWER SERVICES* table.

*Reason:* Policy update.

**5) EMERGENCY  
SERVICES FUNDING**

Updated the number of estimates required for emergency home repair from 2 to 1. Updated the link to the [Michigan State Housing](#)

[Development Authority \(MSHDA\)](#). Providers need to be registered in SIGMA in order to receive payment.

*Reason:* Policy update.

## 6) REPAYMENT

Made deposit repayment a separate section.

*Reason:* Policy update.

## 7) ENERGY SERVICES

Payments are applied to the fiscal year cap based on the SER Service Request Date, not the Benefit Issuance date(s). As a best practice, check the fiscal year cap(s) for each individual household member. Caps can be viewed in Benefit Issuance/SER Adjustments/View SER Cap.

Updated hyperlinks for the MPSC, the lists of regulated gas and electricity providers, Consumers Energy and DTE Energy.

*Reason:* Policy update

## 8) UTILITY SERVICES

Added collateral contact as acceptable verification source.

*Reason:* Policy update

## 9) HOME OWNERSHIP

Updated the hyperlink for verifying a contractor holds a valid license and added a hyperlink for verifying a septic or well water provider is registered

*Reason:* Policy update.

## 10) BURIALS

Updated mileage charge for accepted donations from \$.36 to \$.34 a mile up to \$176.

*Reason:* Policy update.

## 11) PAYMENTS

Corrected the link to SIGMA Vendor Self Service. Added a note that providers may voluntarily refund a deposit paid through SER.

*Reason:* Policy update.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items ...**

[ERM 100](#)

[ERM 103](#)

[ERM 205](#)

[ERM 208](#)

[ERM 209](#)

[ERM 210](#)

[ERM 301](#)

[ERM 302](#)

[ERM 304](#)

[ERM 306](#)

[ERM 401](#)